Ms. Marlene Dortch Office of the Secretary Federal Communications Commission 445 12th Street, SW Washington, DC 20554

RE:

Access Point, Inc.

RE: Annual Certification of CPNI Filing January 31, 2007

Dear Ms. Dortch,

Enclosed please find the following e-filing of the ANNUAL OFFICER'S CERTIFICATION OF CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE per 47 CFR Section §64.2009(e). This certification is for the period since our last filing on February 06, 2006. The attachments include the Certification and an Exhibit A outlining the Access Point, Inc. operating procedures and compliance as required.

Please address any inquiries or further correspondence regarding this filing to my attention at (919) 851-4838 or to <u>robin.byers@accesspointinc.com</u>.

Sincerely,

Robin A. Byers Chief Operating Officer

Enclosure

cc:

Best Copy and Printing, Inc.

fcc@bcpiweb.com

ANNUAL OFFICER'S CERTIFICATION OF CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI) COMPLIANCE

I, Robin A. Byers, certify and state that:

- 1. I am the Chief Operating Officer of Access Point, Inc. and have personal knowledge of Access Point, Inc. operating procedures as they relate to CPNI, and the rules and regulations of the Federal Communications Commission regarding CPNI.
- 2. I hereby certify that, to the best of my knowledge, information and belief, Access Point, Inc. operating procedures are adequate to ensure compliance with its CPNI obligations pursuant to Section 222 of the Communications Act of 1934, as amended, and the Commission's rules found at 47 CFR Subpart U.
- 3. A further statement outlining the Access Point, Inc. operating procedures and compliance is attached as Exhibit A, as required by 47 CFR 64.2009 §(e)

Print Name and Title
Rom D. By
Signature

Exhibit A:

Statement of CPNI Procedures and Compliance



Exhibit A.

RE: Access Point, Inc.

RE: Certificate of CPNI Filing January 31, 2007, EB Docket No. 06-36; EB-06-TC-060

Accompanying Statement to compliance certificate

The purpose of this statement is to provide explanation as to how Access Point, Inc.'s operating procedures ensure compliance with the rules contained in 47CFR § 64.2009 Safeguards required for use of customer proprietary network information.

1. The first Safeguard contained in 47CFR § 64.2009 is; (a) Telecommunications carriers must implement a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI.

Access Point, Inc. has implemented and maintains a system in which the status of a customer's CPNI approval is clearly established. This system consists of a CPNI Status data field that is populated in the main screen of each customer record in our electronic customer database. This data field displays the status of the customer's CPNI approval. The customer database, known as "CostGuard", is the desktop interface for all Access Point, Inc. employees' access to our customer records. By policy and process protocols each employee checks the status of each customer's CPNI approval in this data field prior to use of the CPNI. All employees have a unique login ID and password for accessing the customer database. The system tracks and records all data entries, including initial entries and change entries, to the CPNI Status data field. System reports are available to review all data entry activity. An audit is conducted by Access Point, Inc. management personnel on a regular basis to affirm that the CPNI Status data field for all Customers who have selected to opt out properly matches our records of those notifications. Access Point, Inc. sales affiliates have restricted access to CPNI Status data fields for only the customers for which that they have sold Access Point, Inc. services. This access is via our "Partner Support Center", an internet portal that is firewall protected and restricted via individual user login ID and password combinations. Each sign-in event to the portal by an affiliate requires that they understand and comply with the policies and procedures regarding use and safeguarding of CPNI. The portal is linked to the CPNI status data field in the customer database. System reports are available to review all such data entry activity. Affiliates do not have data entry capabilities and are limited to "view-only" of the CPNI Status data field.

2. The second Safeguard contained in 47CFR § 64.2009 is; (b) Telecommunications carriers must train their personnel as to when they are and are not authorized to use CPNI, and carriers must have an express disciplinary process in place.

Access Point, Inc. provides training to its employees on authorized uses of CPNI, both to new employees at the time of hire as well as to the employee population on an ongoing basis. The company has established a written policy and processes for authorized use of CPNI. The policy is described in the company handbook, which is given to all employees at the time of hire and is published on the company's Intranet. The process documents are used during training on authorized use of CPNI and are published on the company's Intranet. The company also has established policy and procedures for processing requests from outside entities for its customer CPNI, including subpoena requests by government agencies. Access Point, Inc. has a specific disciplinary process in place for unauthorized use of CPNI, which is published in the company handbook and is reviewed with each new employee at the time of hire and during subsequent training sessions.



3. The third Safeguard contained in 47CFR § 64.2009 is; (c) All carriers shall maintain a record, electronically or in some other manner, of their own and their affiliates' sales and marketing campaigns that use their customers' CPNI. All carriers shall maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record must include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign. Carriers shall retain the record for a minimum of one year.

Access Point, Inc. does maintain records, stored electronically as well as in paper form, of any and all of our own and our affiliates' sales and marketing campaigns that use our customers' CPNI and of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI for a period of no less than one year.

4. The fourth Safeguard contained in 47CFR § 64.2009 is; (d) Telecommunications carriers must establish a supervisory review process regarding carrier compliance with the rules in this subpart for outbound marketing situations and maintain records of carrier compliance for a minimum period of one year. Specifically, sales personnel must obtain supervisory approval of any proposed outbound marketing request for customer approval.

Access Point, Inc. has established a supervisory review process. We have created an oversight committee consisting of senior operating managers that reviews the policies, systems, databases, documents stored, process and policies on an ongoing basis to determine that we are in compliance with the rules for outbound marketing situations and that we are maintaining records of compliance for a minimum period of one year.

5. The fifth Safeguard contained in 47CFR § 64.2009 is; (e) A telecommunications carrier must have an officer, as an agent of the carrier, sign a compliance certificate on an annual basis stating that the officer has personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the rules in this subpart. The carrier must provide a statement accompanying the certificate explaining how its operating procedures ensure that it is or is not in compliance with the rules in this subpart.

Access Point, Inc. is complying with 64.2009(e) herein.

- 6. The sixth Safeguard contained in 47CFR § 64.2009 is; (f) Carriers must provide written notice within five business days to the Commission of any instance where the opt-out mechanisms do not work properly, to such a degree that consumers' inability to opt-out is more than an anomaly.
- (1) The notice shall be in the form of a letter, and shall include the carrier's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the relevant state commission(s) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.
- (2) Such notice must be submitted even if the carrier offers other methods by which consumers may opt-out.

Access Point, Inc. has had no instance where an opt-out mechanism did not work properly. However, if such an instance shall occur, the company will provide written notice within five business days to the Commission.